

Student Ambassador – New Starter Guide

Welcome to the Student Ambassador Team; it's great to have you on board. This document will briefly outline the roles and responsibilities you will likely have as an ambassador, as well as some of the most commonly asked questions, including how job opportunities and timesheets work.

Your Role

As an ambassador, you will have the opportunity to work a variety of different types of roles. The most common of these is helping out at university recruitment events, such as Open Days or Applicant events, leading tours of the campus, directing attendees on where to go when they arrive, and providing a glimpse into what student life at UWTSD is like. A reminder that when you are working these, you are working for Student Recruitment, rather than a specific subject or department. However, these are not the only type of events our ambassadors work, as they also get involved with helping out at Welcome and Career fairs, running workshops, and supporting our various online platforms, such as Unibuddy, or Call Centres, so if you prefer to work our digital opportunities rather than face to face ones, that is perfectly fine. If there is a specific type of event/activity that you would like to do, please do let us know.

Work Arrangements

The way work works is when opportunities come up, an email will be sent out to our ambassadors. If you are available and would like to work the event, you reply to the email/fill out the form and then we'll let you know if you have been selected to work. It all operates on a first come first serve basis, so make sure to keep an eye on your emails. Also, you will need to complete some mandatory ambassador training before you can work any event as an ambassador. We will be having physical training sessions every term, although we also have training sessions that take place online, particularly for new ambassadors working an upcoming event. If you are partaking in our more digital activities, such as Unibuddy, then you'll be expected to answer enquiries as and when they come in, rather than when we send work opportunities.

Timesheets

After you complete any work as an ambassador, it is your responsibility to fill out a timesheet and send it to the studentambassador@uwtsd.ac.uk email address by 3rd of every month (ideally earlier though so we have time to process everything). Please also email us if you require a blank timesheet template. Permitting your timesheet is submitted prior to this deadline, you should receive your pay at the end of that month. Also, please be aware that Payroll will only be able to pay work completed in the past 3 months, so make sure you get your sheets in once you've worked.

The timesheet template will look like the example below (although the one you will have will be blank). As you can see, you will need to fill out your name, employee number (which you will have been given in your confirmation email), and then the details of the event you worked. Your hourly rate is £12.68, in line with Voluntary Living Wage, and remember to sign off at the bottom of the timesheet. You can leave the sections regarding cost code, post number, and



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Trinity Saint David

Monthly Timesheet

Name John Smith Employee No. 11111

School/Dept Marketing

Date	Description	Hours	Hourly Rate	Cost Centre *	Post Number
01/01/2024	Swansea Open Day	5	£12.00		

Total Hours = 5

Employee Signature* J. Smith

Countersigned* (Authorised Signatory)

countersigned blank, as we will fill out these sections once you have submitted the timesheet to us.

A few things to note when it comes to submitting timesheets which may cause delays in your pay. Firstly, Payroll do not allow any timesheets that contain work in the current month to be submitted within that month. For instance, as the ambassador in the above example worked an Open Day on 1st January, we would have to wait until at least 1st February before the timesheet can be submitted to Payroll, even though the work took place before the deadline of 5th of the month. Please feel free to still submit your timesheets to us even if the work was completed in the current month, as we can keep hold of it and get it prepped to be sent off, but we won't be able to submit it until the following month.

Additionally, another delay may be caused by the fact that we are required to set ambassadors up with a new post number for every new cost code they work. For instance, if you worked a Careers Fair for our Careers Team and you hadn't worked for them before, we would need to set you up with a post on the Careers cost code. This is very easy for us to do, but it does take time for it to be fully processed, which may cause your timesheet to miss the pay deadline for that month. To ensure these delays don't occur, if you can let us know as soon as possible if you have been asked to work for another department (even if you email us to check if you aren't sure if you've worked for that department before), that would be much appreciated.

International/Tier 4 Visa Holders

If you are an international student/studying at UWTSD on a Tier 4 student Visa, then some restrictions do apply to ensure that you are complying with your Visa. Firstly, you are restricted to working a maximum of 20 hours a week across all employment that you have. As such, please do let us know as a matter of urgency if you are working elsewhere during the time you are employed as an ambassador, and checks will be undertaken prior to confirming if you have been selected to work an event. Additionally, in order to ensure that you do not exceed the maximum number of hours outlined by your Visa, HR only permit ambassadors to hold one post at a time, meaning you can only work for one department at a time. Finally, international ambassadors will also have a separate timesheet to the one above, so please contact us if you require a copy of the Tier 4 Visa Holder timesheet template.

Student Ambassador Uniform

All ambassadors are required to wear the ambassador uniform when working in person events. This consists of the ambassador t-shirt and/or hoodie and should always be visible when working (feel free to wear your ambassador t-shirt over a jumper when it's cold). This should be paired with appropriate trousers/bottoms for work. Uniform will be allocated to you when you have been selected to work for the first time, but it is your responsibility to inform us if you do not have uniform with plenty of notice before the intended date of work. **You will not be allowed to work if you do not have the uniform.**

Unibuddy Opportunities

As a **Unibuddy Ambassador**, you'll play an important role in helping prospective students make informed decisions about studying at the **University of Wales Trinity Saint David (UWTSD)**.

You'll be a key point of contact, providing real and honest insights into student life, your course, and the university experience.

This is a **flexible, paid opportunity** that allows you to gain valuable communication skills, build your CV, and make a real impact on future students.

Key Responsibilities

- **Engage with prospective students on the Unibuddy platform, answering their questions about courses, campus life, and student experience.**
- **Integrate within student communities, engaging with potential applicants who want to learn more about the university.**
- **Respond promptly to messages**
- **Create engaging digital content, such as blogs and vlogs, to showcase life at UWTSD.**
- **Attend occasional training sessions to enhance your ambassador skills.**
- **Represent UWTSD positively, offering a welcoming and supportive voice for future students.**

If this sounds like something you'd be interested in, we'd love for you to apply! Simply fill out the **Expression of Interest form** here: [Student Ambassador Unibuddy EOI](#)

Mentoring Project

The aim of the mentoring programme will provide on-line 1:1 support to learners in education who are aged between 14 – 19. The Learners will be matched to a mentor who is studying either an undergraduate / postgraduate at a university or college in Wales. Mentors are paid for their time and provide information, advice, and guidance about life after school, the different educational pathways available to them such as college, university and apprenticeships. The mentors encourage their mentees to research career paths of interest, and support them to with study skills, revision techniques and much more. The mentoring programme will empower learners to make informed choices. The mentors are the backbone of the project, and we would welcome the opportunity to recruit mentors from UWTSD to add to our successful team of mentors for 2025/26.

Please contact us at studentambassador@uwtsd.ac.uk if this is something you are interested in.